Date: December 16, 2008

Alert Number: 0042

To: Providers

Re: Printing the Portal Prior Authorization Cover Sheet

ForwardHealth has received several calls from providers who are having trouble printing the Prior Authorization (PA) Cover Sheet while using the Portal to submit PA requests. Prior Authorization Cover Sheets are needed to send additional information via mail or fax. The printing issue is resulting from the settings in providers' Internet browsers, which are preventing "pop-ups" from occurring. The Prior Authorization Cover Sheets are considered "pop-ups" when they are created by the Portal and need to be allowed by the providers' Internet browsers.

To successfully print the Portal Prior Authorization Cover Sheet, providers should use the following instructions for changing the settings to their Internet browsers to allow the Portable Document Format (PDF) version of the Cover Sheet to be created:

- Select the "Tools" menu on the Internet browser menu bar.
- From the "Tools" menu, select "Internet Options."
- When the "Internet Options" window displays, select the "Security" tab.
- Under the "Security" tab, select "Internet" from the list of available content zones and click the "Custom Level" button.
- In the "Custom Level" window, ensure the following:
  - ✓ "Automatic prompting for ActiveX controls" is set to "Enable."
  - ✓ "Download signed ActiveX controls" is set to "Prompt."
  - ✓ "Download unsigned ActiveX controls" is set to "Prompt."
  - ✓ "Initialize and script ActiveX controls not marked as safe" is set to "Prompt."
  - ✓ "Automatic Prompting for File Downloads" is set to "Enable."
  - ✓ "Automatic prompting for downloads" is set to "Enable."
- Select the "OK" button.
- In the "Internet Options" window, select "OK."

If there are any questions, providers may call Provider Services at (800) 947-9627.

Informational